



TFW
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:) Group Art Unit: 3623
Joseph S. Cox)
) Examiner: Not Known
)

Serial No.: 10/812,857

Filed: 29 March 2004

Atty. File No.: PAT-005A

For: EMPLOYEE SCHEDULING AND SCHEDULE MODIFICATION METHOD AND APPARATUS

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

Sir:

The references cited on attached form PTO-1449 are being called to the attention of the Examiner.

☒ Copies of the cited foreign patents and/or U.S. patents and/or non-patent references are enclosed herewith.

☒ Copies of the cited U.S. patents and/or U.S. patent application publications are not enclosed in accordance with the waiver dated July 11, 2003, whereby patent applications filed after June 30, 2003 and international applications that have entered the national stage under 35 U.S.C. § 371 after June 30, 2003 need not submit copies of the U.S. patents and U.S. patent application publications.

☐ Are not enclosed, in accordance with 37 C.F.R. 1.98(d), because the references were submitted to the U.S. Patent and Trademark Office in prior application Serial No. _____ filed _____, which is relied upon for an earlier filing date under 35 U.S.C. § 120.

To the best of the applicants' belief, the pertinence of the foreign-language references are believed to be summarized in the attached English abstracts and in the figures, although applicants do not necessarily vouch for the accuracy of the translation.

CERTIFICATE OF MAILING
(37 C.F.R. § 1.8a)

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the United States Postal Service on the date shown below with sufficient postage as First Class Mail in an envelope addressed to the Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450.

4 October 2004
Date of Deposit

Michèle Zarrelli
Michèle A. Zarrelli

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /B.P./

☐ Examiner's attention is directed to the following co-pending application(s) for which priority is not being claimed, copies have been or are being submitted:

Serial No. _____ filed _____ (Atty. Dckt. No. _____)
 Serial No. _____ filed _____ (Atty. Dckt. No. _____)
 Serial No. _____ filed _____ (Atty. Dckt. No. _____)
 Serial No. _____ filed _____ (Atty. Dckt. No. _____)
 Serial No. _____ filed _____ (Atty. Dckt. No. _____)
 Serial No. _____ filed _____ (Atty. Dckt. No. _____)
 Serial No. _____ filed _____ (Atty. Dckt. No. _____)
 Serial No. _____ filed _____ (Atty. Dckt. No. _____)

☒ Examiner's attention is directed to the following co-pending application(s), to which the current application claims priority, copies of at least the claims for such pending application are provided or have been provided:

Serial No. 09/437,833 filed 9 November 1999 (Atty. Dckt. No. PAT-005)
 Serial No. _____ filed _____ (Atty. Dckt. No. _____)
 Serial No. _____ filed _____ (Atty. Dckt. No. _____)
 Serial No. _____ filed _____ (Atty. Dckt. No. _____)
 Serial No. _____ filed _____ (Atty. Dckt. No. _____)
 Serial No. _____ filed _____ (Atty. Dckt. No. _____)
 Serial No. _____ filed _____ (Atty. Dckt. No. _____)
 Serial No. _____ filed _____ (Atty. Dckt. No. _____)

Submission of the above information is not intended as an admission that any item is citable under the statutes or rules to support a rejection, that any item disclosed represents analogous art, or that those skilled in the art would refer to or recognize the pertinence of any reference without the benefit of hindsight, nor should an inference be drawn as to the pertinence of the references based on the order in which they are presented. Submission of this statement should not be taken as an indication that a search has been conducted, or that no better art exists.

It is respectfully requested that the cited information be expressly considered during the prosecution of this application and the references made of record therein.



PATENT

FEES

<input checked="" type="checkbox"/>	<p>37 CFR 1.97(b): No fee is believed due in connection with this submission, because the Information Disclosure Statement submitted herewith satisfies one of the following conditions ("✓" indicates satisfaction):</p> <ul style="list-style-type: none"><input type="checkbox"/> Within three months of the filing date of a national application other than a continued prosecution application under 37 CFR 1.53(d), or<input type="checkbox"/> Within three months of the date of entry into the national state of an international application as set forth in 37 CFR 1.491, or<input checked="" type="checkbox"/> Before the mailing date of a first Office Action on the merits, or<input type="checkbox"/> Before the mailing of a first Office Action after the filing of a Request for Continued Examination (RCE) under 37 CFR 1.114. <p>Although no fee is believed due, if any fee is deemed due in connection with this submission, please charge such fee to Deposit Account 501880.</p>
<input type="checkbox"/>	<p>37 CFR 1.97(c): The Information Disclosure Statement transmitted herewith is being filed after all the above conditions (37 CFR 1.97(b)), but before the mailing date of one of the following conditions:</p> <ul style="list-style-type: none"><input type="checkbox"/> (1) a final action under 37 C.F.R. 1.113, or<input type="checkbox"/> (2) a notice of allowance under 37 C.F.R. 1.311, or<input type="checkbox"/> (3) an action that otherwise closes prosecution in the application. <p>This Information Disclosure Statement is accompanied by:</p> <ul style="list-style-type: none"><input type="checkbox"/> A Certification (below) as specified by 37 C.F.R. 1.97(e). Although no fee is believed due, if any fee is deemed due in connection with this submission, please charge such fee to Deposit Account 501880 <p style="text-align: center;">OR</p> <ul style="list-style-type: none"><input type="checkbox"/> Enclosed is PTO 2038 (Credit Card Payment Form) in the amount of \$180.00 for the fee set forth in 37 C.F.R. 1.17(p) for submission of an Information Disclosure Statement. Please credit any overpayment or charge any underpayment to Deposit Account 501880.
<input type="checkbox"/>	<p>37 C.F.R. 1.97(d): This Information Disclosure Statement is being submitted after the period specified in 37 C.F.R. 1.97(c).</p> <ul style="list-style-type: none"><input type="checkbox"/> This Information Disclosure Statement includes a Certification (below) as specified by 37 C.F.R. 1.97(e) <p style="text-align: center;">AND</p> <ul style="list-style-type: none"><input type="checkbox"/> Applicants hereby requests consideration of the reference(s) disclosed herein. Enclosed is the fee in the amount of \$180.00 under 37 C.F.R. 1.17(p). Please credit any overpayment or charge any underpayment to Deposit Account 501880. Election to pay the fee should not be taken as an indication that applicant(s) cannot execute a certification.



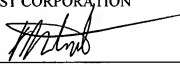
PATENT

Certification (37 C.F.R. 1.97(e))
(Applicable only if checked)

- ☐ The undersigned certifies that:
- ☐ Each item of information contained in this Information Disclosure Statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this statement. 37 C.F.R. 1.97(e)(1).
 - ☐ A copy of the communication from the foreign patent office is enclosed.
- OR**
- ☐ No item of information contained in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the undersigned after making reasonable inquiry, no item of information contained in this Information Disclosure Statement was known to any individual designated in 37 C.F.R. 1.56(c) more than three months prior to the filing of this statement. 37 C.F.R. 1.97(e)(2).

Respectfully submitted,
WEST CORPORATION

Dated: 29 SEPT 04

By: 
Rocco L. Adornato
Reg. No. 40,480



29129

PATENT & TRADEMARK OFFICE

WEST CORPORATION
11808 Miracle Hills Drive
Omaha, NE 68154

Approved for use through 07/31/2006. OMB 0651-0031

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Substitute for form 1449/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Sheet _____ of _____

Complete if Known

Application Number	10/812,857
Filing Date	29 March 2004
First Named Inventor	Joseph S. Cox
Art Unit	3623
Examiner Name	Not Known
Attorney Docket Number	PAT-005A

U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (If Known)			
	1	US- 3883970	05-20-1975	Campbell	
	2	US- 4700295	10-13-1987	Katsof et al	
	3	US- 4852001	07-25-1989	Tsushima et al	
	4	US- 5053970	10-01-1991	Kurihara et al	
	5	US- 5111391	05-05-1992	Fields et al	
	6	US- 5124912	06-23-1992	Hotaling et al	
	7	US- 5270920	12-14-1993	Pearse et al	
	8	US- 5289368	02-22-1994	Jordan et al	
	9	US- 5325292	06-28-1994	Crockett	
	10	US- 5467268	11-14-1995	Sisley et al	
	11	US- 5499291	03-12-1996	Kepley	
	12	US- 5557515	09-17-1996	Abbruzzese et al	
	13	US- 5615121	03-25-1997	Babayev et al	
	14	US- 5617342	04-01-1997	Elazouni	
	15	US- 5748907	05-05-1998	Crane	
	16	US- 5842182	11-24-1998	Bonner et al	
	17	US- 5911134	06-08-1999	Castonguay	
	18	US- 5960406	09-28-1999	Rasansky et al	
	19	US- 6115693	09-05-2000	McDonough	

FOREIGN PATENT DOCUMENTS

[illegible]

Examiner Signature	Date Considered
-----------------------	--------------------

EXAMINER. Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. ¹Applicant's unique citation designation number (optional). ²See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. ⁶Applicant is to place a check mark here if English language translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to life (and by the USPTO to process) an application. Confidentiality is guaranteed by 35 USC 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. **DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /B.P./



Approved for use through 07/31/2006. OMB 0651-0031

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Substitute for form 1449/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Complete if Known

Application Number	10/812,857
Filing Date	29 March 2004
First Named Inventor	Joseph S. Cox
Art Unit	3623
Examiner Name	Not Known
Attorney Docket Number	PAT-005A

U. S. PATENT DOCUMENTS

[illegible]

FOREIGN PATENT DOCUMENTS

[illegible]

Examiner Signature	Date Considered
-----------------------	--------------------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with WIPO 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. *Applicant's unique citation designation number (optional). **See Kinds Codes of USPTO Patent Documents at www.uspto.gov or WIPO 901.04. *Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). *For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. *Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. *Applicant is to place a check mark here if English language translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is guaranteed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /B.P./



Substitute for form 1449/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(Use as many sheets as necessary)

Complete if Known

Application Number	10/812,857
Filing Date	29 March 2004
First Named Inventor	Joseph S. Cox
Art Unit	3623
Examiner Name	Not Known
Attorney Docket Number	PAT-005A

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
	25	ALLIMADI, MILTON, Workforce Management Systems Respond to Challenges With More Sophisticated Products, Call Center Magazine, 04-01-1999.	
	26	BROWN, DARTANYAN L., TeamAgenda Puts Groups on Schedule, MacWeek, 11-19-1991, pg. 8, v. 5, no. 40.	
	27	DURR, BILL, Inbound Scheduling Nightmares: Cursing the Darkness or Lighting a Candle, Telemarketing Magazine, 01-01-1994, pgs. 44-48, v. 12, no. 7.	
	28	HIGGINS, STEVE, MediaWorks Offers Mac Work-Group Program, PC Week, 10-21-1991, pgs. 85, v. 8, no. 42.	
	29	West Teleservices 1996 Annual Report, 1997, pg. 5, United States.	
	30	West Teleservices 1997 Annual Report, 1998, pg. 6, United States.	
	31	West Teleservices 1998 Annual Report, 1999, pg. 6-7, United States.	
	32	West Teleservices 1999 Annual Report, 2000, pg. 3, United States.	

Examiner Signature	/Brandi Parker/	Date Considered	11/22/2008
--------------------	-----------------	-----------------	------------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 809. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

1 Applicant's unique citation designation number (optional). 2 Applicant is to place a check mark here if English language Translation is attached. This collection of information is required by 37 CFR 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing the burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /B.P./